



JOB DESCRIPTION

JOB TITLE: Police Support Services Manager

DEPARTMENT: Police Department

REPORTS TO: Chief of Police

DATE: April, 2009

EMPLOYEE UNIT: Management & Confidential

Supersedes: October, 2005

FLSA EXEMPT: Yes

JOB SUMMARY: Under general direction of the Chief of Police, the Police Support Services Manager is responsible to manage and direct public safety emergency and general communications, records, property and evidence, public safety information technology and related support services of the Police Department. Provides leadership in the development and implementation of programs, policies and procedures relating to the Support Services Division. Performs related work as required.

CLASS CHARACTERISTICS: This is a mid-management civilian police classification with division head responsibilities to provide supervision and review to a number of civilian police personnel performing varied and complex support services for the police department. This class is distinguished from other office administrative classes in that the duties specifically relate to and require knowledge of law enforcement policies and technical procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are performed personally, in cooperation with the Chief of Police, and/or in coordination with other City staff and community groups. Additional duties may be assigned.

1. Plan, organize, assign, direct, review and evaluate staff and activities providing emergency and non-emergency dispatch service, maintaining a variety of automated and manual records, overseeing the maintenance of automated systems, and assisting with the identification and storage of evidence and property.
2. Assist in the development of goals, objectives, policies, procedures, work standards and the annual budget for the department in assigned areas of responsibility.
3. Assist in the development and implementation of procedures and departmental goals.
4. Recommend selection of assigned personnel and provide for their training and professional development.
5. Interpret City policies and procedures to employees, is responsible for morale and productivity of assigned staff.

6. Confer with and provide professional assistance to members of City departments and police staff on matters related to functional areas of responsibility.
7. Prepare a variety of periodic and special reports.
8. Monitor developments related to police support activities, evaluate their impact upon City operations and recommend policy and procedural improvements.
9. May represent the City in meetings with representatives of other law enforcement and governmental agencies, professional, business and community organizations, and the public.
10. Occasionally perform all related duties of a Public Safety Dispatcher Supervisor as required.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

Education & Experience:

1. Possess a Bachelor's Degree from an accredited college with major work in police services, business, public administration, or a related field.
2. Five years of experience in communications, office support, or similar technical experience in a law enforcement setting.
3. At least three years of supervisory experience.

Licenses & Certificates:

1. Possess a valid California Class C driver's license in compliance with adopted City driving standards.
2. Possess a P.O.S.T. Basic Dispatch Certificate and a Communication Training Officer Certificate.

Other Requirements:

1. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
2. Must be willing to adjust work hours to meet operational demands and be available for callback.
3. Bilingual English/Spanish highly desired.

Knowledge of:

1. Contemporary management principles, practices, techniques and equipment for varied law enforcement activities.
2. Technical principles including goal setting, budget preparation, program administration, work scheduling and evaluation techniques.
3. Applicable federal, state and local laws and appropriate court decisions.

Skill in:

1. Planning, organizing, assigning, directing, and evaluating work assigned to staff.
2. Selecting, training, and motivating department members.

3. Implementing and interpreting policies, procedures and work schedules in light of applicable legislation and court decisions.
4. Analyzing complex problems, evaluating alternatives and making innovative recommendations for solutions.
5. Preparing clear, concise, competent, and timely reports, correspondence and other written materials.
6. Directing emergency operations efficiently and effectively.
7. Providing outstanding customer satisfaction (internally and externally).
8. Use of common office software including Microsoft Office and specialized law enforcement software.

Ability to:

1. Provide a flexible approach to management which maximizes the delivery of service with available resources and promote a community oriented delivery of service.
2. Exercise initiative and sound independent judgment within general policy guidelines.
3. Establish and maintain effective working relationships which garner respect and promote leadership with department members, other City employees and members of the community.
4. Perform in a manner which reflects the City and department mission, values, and goals.

PHYSICAL DEMANDS: Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus, and be free from color blindness.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The work environment is generally indoors in a temperature-controlled office; some travel is required.
2. While performing the duties of this job, the employee occasionally works outdoors at all times of day and in all weather conditions.
3. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to high level noises including but not limited to emergency vehicle sirens, shouting, and yelling.